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## REMARKS

This is a full and timely response to the non-final Office Action of October 6, 2004.

Reexamination, reconsideration, and allowance of the application and all presently pending claims are respectfully requested.

Upon entry of this First Response, claims 1-4, 6-18, and 20-27 are pending in this application.

Claims 1, 6, 10, 12-18, 20, and 24 are directly amended herein. Furthermore, claims 5 and 19 are canceled without prejudice or disclaimer, and claims 22-27 are newly added. It is believed that the foregoing amendments add no new matter to the present application.

### Initialed Form PTO-1449

An information disclosure statement and an accompanying Form PTO-1449 were filed with the Patent Office along with the instant application on July 19, 2001. However, an initialed copy of the Form PTO-1449 has not been received from the Patent Office. Applicant respectfully requests that an initialed copy of the Form PTO-1449 be mailed along with the next paper mailed from the Patent Office. For the Examiner's convenience, a copy of the previously submitted Form PTO-1449 is attached.

### Response to Claim Rejections

A proper rejection of a claim under 35 U.S.C. §102 requires that a single prior art reference disclose each element of the claim. See, e.g., *W.L. Gore & Assoc., Inc. v. Garlock, Inc.*, 721 F.2d 1540, 220 U.S.P.Q. 303, 313 (Fed. Cir. 1983). In order for a claim to be properly rejected under 35 U.S.C. §103, the combined teachings of the prior art references must suggest all features of the claimed invention to one of ordinary skill in the art. See, e.g., *In Re Dow Chemical*, 5 U.S.P.Q.2d 1529, 1531 (Fed. Cir. 1988), and *In re Keller*, 208 U.S.P.Q. 871, 881 (C.C.P.A. 1981).

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### Claim 1

Claim 1 presently stands rejected under 35 U.S.C. §102 as allegedly anticipated by *Spencer* (U.S. Patent Application No. 2001/0040892). Claim 1 presently reads as follows:

1. An apparatus for communicating to customer service representatives in real-time, comprising:
  - a communication interface configured to establish a real-time communication session with a remote communication device in response to a user request for contacting a customer service representative;
  - an input interface configured to receive input data from a user of said apparatus during said established communication session; and
  - logic configured to transmit, during said real-time communication session, said input data to said remote communication device via said communication interface, *said logic further configured to automatically retrieve a product identifier in response to said user request and to transmit said retrieved product identifier to a remote routing device, said product identifier identifying at least a component of said apparatus, wherein said remote routing device is configured to route said input data to said remote communication device based on said product identifier*, and wherein said remote communication device is configured to interface said input data with a customer service representative, thereby assisting said customer service representative to diagnose an operational problem associated with said apparatus. (Emphasis added).

Applicant respectfully asserts that *Spencer* fails to disclose at least the features of claim 1 highlighted hereinabove. Accordingly, the 35 U.S.C. §102 rejection of claim 1 is improper.

In this regard, it is alleged in the Office Action that *Spencer* discloses user devices 60 that transmit “user input data” to a communication device of a customer service representative thereby enabling the customer service representative to diagnose operational problems associated with the user devices 60. However, *Spencer* fails to disclose or suggest that such “user input data” is routed to the communication device of a customer service representative based on a “product identifier.” Thus, *Spencer* fails to disclose at least the features of claim 1 highlighted hereinabove.

For at least the above reasons, Applicant asserts that *Spencer* fails to disclose each feature of pending claim 1, and the 35 U.S.C. §102 rejection of claim 1 should, therefore, be withdrawn.

### Claims 2-4, 6-9, and 22

Claims 2, 3, 7, 8, and 9 presently stand rejected in the Office Action under 35 U.S.C. §102 as allegedly anticipated by *Spencer*. Further, claim 4 presently stands rejected in the Office Action under 35 U.S.C. §103 as purportedly unpatentable over *Spencer* in view of *Stovall* (U.S. Patent No. 6,192,050), and claim 6 presently stands rejected in the Office Action under 35 U.S.C. §103 as allegedly unpatentable over *Spencer* in view of *Bala* (U.S. Patent No. 6,798,876). In addition, claim 22 has been newly added via the amendments set forth herein. Applicant submits that the pending dependent claims 2-4, 6-9, and 22 contain all features of their respective independent claim 1. Since claim 1 should be allowed, as argued hereinabove, pending dependent claims 2-4, 6-9, and 22 should be allowed as a matter of law for at least this reason. *In re Fine*, 5 U.S.P.Q.2d 1596, 1600 (Fed. Cir. 1988).

### Claim 10

Claim 10 presently stands rejected under 35 U.S.C. §102 as allegedly anticipated by *Spencer*. Claim 10 presently reads as follows:

10. A method, comprising:  
detecting, at an electrical apparatus, a request for contacting a customer service representative;  
*storing a product identifier in said electrical apparatus prior to said detecting, said product identifier identifying at least a component of said electrical apparatus;*  
establishing a real-time communication session between said electrical apparatus and a remote communication device in response to said detecting;  
enabling a customer service representative at said remote communication device to diagnose an operational problem associated with said electrical apparatus by transmitting data indicative of said operational problem from said electrical apparatus to said remote communication device during said real-time communication session; and  
*automatically transmitting said stored product identifier from said electrical apparatus to a routing device in response to said detecting thereby causing said routing device to route said data to said remote communication device.* (Emphasis added).

For at least reasons similar to those set forth hereinabove in the arguments for allowance of claim 1,

Applicant respectfully asserts that *Spencer* fails to disclose at least the features of claim 10 highlighted hereinabove. Accordingly, the 35 U.S.C. §102 rejection of claim 10 should be withdrawn.

### Claims 11-15 and 23

Claims 11 and 13-15 presently stand rejected in the Office Action under 35 U.S.C. §102 as allegedly anticipated by *Spencer*. Further, claim 12 presently stands rejected in the Office Action under 35 U.S.C. §103 as purportedly unpatentable over *Spencer* in view of *Stovall*, and claim 23 has been newly added via the amendments set forth herein. Applicant submits that the pending dependent claims 11-15 and 23 contain all features of their respective independent claim 10. Since claim 10 should be allowed, as argued hereinabove, pending dependent claims 11-15 and 23 should be allowed as a matter of law for at least this reason. *In re Fine*, 5 U.S.P.Q.2d 1596, 1600 (Fed. Cir. 1988).

### Claim 16

Claim 16 presently stands rejected under 35 U.S.C. §103 as allegedly unpatentable over *Spencer* in view of *Stovall*. Claim 16 presently reads as follows:

16. A method, comprising:  
detecting, at an electrical apparatus, a request for contacting a customer service representative;  
*storing a product identifier in said electrical apparatus, said product identifier identifying at least a component of said electrical apparatus;*  
*selecting a remote communication device based on said product identifier;*  
*establishing, based on said selecting, a real-time communication session between said electrical apparatus and a said remote communication device in response to said detecting;*  
inputting data to said electrical apparatus during said communication session; and  
transmitting said input data to said remote communication device during said communication session, thereby enabling a customer service representative at said remote communication device to diagnose, based on said input data, an operational problem associated with said electrical apparatus. (Emphasis added).

Applicant respectfully asserts that the cited art fails to suggest at least the features of claim 16 highlighted hereinabove. Accordingly, the 35 U.S.C. §103 rejection of claim 16 is improper.

In this regard, for at least reasons similar to those set forth hereinabove in the arguments for allowance of claim 1, Applicant asserts that *Spencer* fails to disclose or suggest at least the features of claim 16 highlighted hereinabove. In addition, Applicant asserts that the deficiency of *Spencer* is not remedied by *Stovall*. Accordingly, the alleged combination of *Spencer* and *Stovall* is insufficient for rejecting claim 16 under 35 U.S.C. §103.

For at least the above reasons, Applicant respectfully requests that the 35 U.S.C. §103 rejection of claim 16 be withdrawn.

**Claims 17, 18, 20, 21, and 24**

Claims 17 and 18 presently stand rejected in the Office Action under 35 U.S.C. §102 as allegedly anticipated by *Spencer*. Further, claim 20 presently stands rejected in the Office Action under 35 U.S.C. §103 as purportedly unpatentable over *Spencer* in view of *Stovall*, and claim 21 presently stands rejected in the Office Action under 35 U.S.C. §103 as purportedly unpatentable over *Spencer* in view of *Bala*. In addition, claim 24 has been newly added via the amendments set forth herein. Applicant submits that the pending dependent claims 17, 18, 20, 21, and 24 contain all features of their respective independent claim 16. Since claim 16 should be allowed, as argued hereinabove, pending dependent claims 17, 18, 20, 21, and 24 should be allowed as a matter of law for at least this reason. *In re Fine*, 5 U.S.P.Q.2d 1596, 1600 (Fed. Cir. 1988).

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### Claim 25

Claim 25 has been newly added via the amendments set forth herein. Claim 25 presently reads as follows:

25. A method for communicating with customer service representatives, comprising:
  - storing, at an electrical apparatus, a product identifier identifying at least a component of said electrical apparatus;
  - receiving, at said electrical apparatus, a user request for contacting a customer service representative;
  - automatically retrieving said product identifier in response to said user request;
  - transmitting, from said electrical apparatus, data indicative of an operational problem associated with said electrical apparatus; and
  - automatically routing said data to a remote communication device based on said product identifier retrieved by said retrieving.

Applicant submits that the cited art fails to disclose or suggest each of the above features of claim 25.

Accordingly, claim 25 is allowable.

### Claims 26 and 27

Claims 26 and 27 have been newly added via the amendments set forth herein. Applicant submits that the pending dependent claims 26 and 27 contain all features of their respective independent claim 25. Since claim 25 should be allowed, as argued hereinabove, pending dependent claims 26 and 27 should be allowed as a matter of law for at least this reason. *In re Fine*, 5 U.S.P.Q.2d 1596, 1600 (Fed. Cir. 1988).

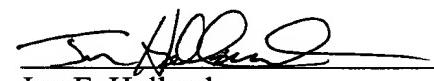
## CONCLUSION

Applicant respectfully requests that all outstanding objections and rejections be withdrawn and that this application and all presently pending claims be allowed to issue. If the Examiner has any questions or comments regarding Applicant's response, the Examiner is encouraged to telephone Applicant's undersigned counsel.

Respectfully submitted,

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